AcuityLink® Clinician Notifier

Software installation instructions

Software version 1.3

WelchAllyn®

Advancing Frontline Care™

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REF 104217 (CD)
Manual 80016732 Rev A, 2011-06

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1 AcuityLink Clinician Notifier overview

The AcuityLink® option to the Welch Allyn Connectivity Server (WACS) consists of the following modules:

AcuityLink Clinician Notifier software program installed on mobile devices

Welcome, screenshots
Home | Log Out
WelchAllyn
ADMINISTRATOR
Overview
User Manager
Clinician Notifier Manager
In this section:
Clinician Notifier Manager
Configure Notification
Register Notification Devices
Notification Device Status
Patient Status
AcuityLink™
Clinician Notifier Manager Overview
Configure Notification
Configure a unit's Clinician Notifier settings, such as login and logout controls, event notification signals and delivery, and historical event retention.
Register Notification Devices
View notification devices that are communicating with the Welch Allyn Connectivity Server, and assign IDs and units to the devices.
Notification Device Status
View the assigned ID and unit associated with each notification device.
Patient Status
View the status of connected patients in a unit and who, if anyone, is primarily monitoring them.

AcuityLink software installed on the Welch Allyn Connectivity Server (WACS) by Welch Allyn personnel

The instructions in this guide lead you through these to install the Clinician Notifier software on a mobile device:

- Synchronize a mobile device with your personal computer
- Install the AcuityLink Clinician Notifier software on the mobile device
- Associate the mobile device with the WLAN, and configure the device
- Initialize the AcuityLink Clinician Notifier program on the mobile device

2 Synchronize a mobile device with your personal computer

You will take these steps in this chapter:

- Install synchronization software on a personal computer
- Synchronize the mobile device with the personal computer

Confirm mobile device compatibility with the Clinician Notifier program

Before you begin synchronization, ensure that your mobile device is compatible with the AcuityLink Clinician Notifier software.

To locate compatibility information for mobile devices and the Clinician Notifier program

1. Go to http://www.welchallyn.com/cliniciannotifier, and click on **Mobile device compatibility**.
2. If your device and operating system are not listed in the **Mobile device compatibility** table that is linked in Step 1, please contact your Welch allyn account representative.
   - To contact by telephone, see page ii.
   - To contact by email, contact FlexNet@WelchAllyn.com.

WARNING The following things can interfere with effective Clinician Notifier program performance, including alarm notification:

- Installation of Clinician Notifier software on a mobile device/operating system combination not specified by Welch Allyn.
- Installation of Clinician Notifier software not in accordance with instructions in this guide.
- Installation of additional software on mobile devices running the Clinician Notifier program.

Install synchronization software on a personal computer

To locate the appropriate Microsoft® Windows Mobile® synchronization software

1. Using your personal computer (p.c.), go to http://www.microsoft.com/downloads and search for **ActiveSync**.

To download and install synchronization software on your personal computer

1. Follow the instructions and prompts to download the ActiveSync software onto your p.c.
2. Install the software on your p.c.

Synchronize the mobile device with the personal computer

To connect the mobile device to the personal computer

1. Install a fully charged battery in the mobile device.
2. Turn on the mobile device.
3. Connect the mobile device to the p.c., according to the mobile device manufacturer's directions for use.

To synchronize the mobile device with the personal computer

1. On the p.c., follow the Windows Mobile synchronization program prompts to establish a connection between the p.c. and the mobile device.

3 Install the AcuityLink Clinician Notifier program

You will take these steps in this chapter:

- Copy the AcuityLink Clinician Notifier program from the AcuityLink CD to a p.c. hard drive.
- Using Windows Mobile synchronization software, copy the AcuityLink Clinician Notifier program to the mobile device.
- Install the Clinician Notifier program on the mobile device.

Copy the AcuityLink Clinician Notifier program to a p.c. hard drive, and configure the files

To copy AcuityLink Clinician Notifier software to a temporary location on a p.c. hard drive

1. On your p.c., open the Windows **My Computer** directory.
2. Right click the **AcuityLink** CD item, and then click **Open.**
3. Open the **Clinician Notifier** software folder.
4. Locate a subfolder named with the mobile device that your facility will use to run AcuityLink Clinician Notifier software.

Note If your device does not contain an appropriately named subfolder, go to www.welchallyn.com for information on installing the AcuityLink Clinician Notifier software on your device.

5. Copy and paste the mobile device subfolder to any temporary location on the p.c. local hard drive.

Configure the Clinician Notifier files

You must take the following steps to prevent these problems after the AcuityLink Clinician Notifier program is reset:

- Missing Clinician Notifier icon in the device Start menu,
- Multiple Clinician Notifier icons in the Programs menu
- A popup message stating that Clinician Notifier is already installed.

1. In the p.c. temporary location, open the mobile device subfolder.
2. Take these steps for every file within the mobile device subfolder:
   a. Point the cursor on the file, and click the right key of the pointing device.

b. Click **Properties**.

c. Clear the box next to Read-only.

Copy the AcuityLink Clinician Notifier program to the mobile device

Locate a folder on the mobile device

1. On the p.c., open the Windows Mobile synchronization program.
2. Navigate to the mobile device directory.
3. Open a non-volatile random access memory (NVRAM) portion of your mobile device ("\Application" or "\Cache Disc") where you will place the Clinician Notifier mobile device subfolder.

Copy the Clinician Notifier subfolder from the p.c. to the mobile device folder

1. From the p.c. temporary hard drive location, copy and paste the entire contents of the Clinician Notifier mobile device subfolder into the folder specified in Step 3, above.

   If a File Conversion pop-up window appears regarding converting files when synchronizing, click **OK**.

   A window appears that indicates the Clinician Notifier software files are copying.
2. Copy the .CAB file, and paste it into the mobile device root directory.
3. Terminate the connection between the mobile device and the personal computer.

Install the Clinician Notifier program on the mobile device

To install the Clinician Notifier program on the mobile device

1. On the mobile device, navigate to the mobile device root directory where you placed the copy of the .CAB file.
2. Tap the **.CAB** file.

   A prompt appears.
3. Follow the prompts.

   When prompted for an installation location, select the default "\Device" location.

Remove the Clinician Notifier program from the mobile device

To remove the Clinician Notifier program from the mobile device

1. Exit the Clinician Notifier program.
2. Tap **Start**, **Settings**, and select the **System** tab.
3. Tap **Remove Programs**.
4. Select **Welch Allyn Clinician Notifier** and tap **Remove**.

   Tap **Yes** on the popup menu.
5. Select **WelchAllynNNClient** and tap **Remove**.

   Tap **Yes** on the popup menu.
6. Tap **OK** to exit the settings menu.
7. Tap **Start** and tap **File Explorer**.
8. Tap the **Application Data** directory.
9. Tap and hold on **NNKernelUpdateConfig.xml**.

   Tap **Delete** on the popup menu.

   Tap **Yes** on the message box.
10. Navigate to the **Program Files** directory.
11. Tap and hold **NNClient.CAB.**

    Tap **Delete** on the popup menu.

    Tap **Yes** on the message box.
12. Tap and hold the **Clinician Notifier** folder.

    Tap **Yes** on the popup menu.

4 Associate the mobile device with the WLAN, and configure the device

Solicit the assistance of your facility's Information Technology (IT) department to accomplish the tasks outlined in this section.

This section gives guidance for these tasks:

- Associating the mobile device with the wireless local area network (WLAN).
- Verifying the mobile device settings.

Associate the mobile device with the WLAN

IT department personnel should utilize the mobile device manufacturer's directions for use and consider the following when associating the device:

- Non-ad-hoc operation mode
- Authentication
- Encryption
- IP configuration
- Power management
- ESSID
- Proxy server settings, including exceptions
- Roaming
- Radio management software (must be present)

Configure mobile device settings for optimal notification

Configure the mobile device for optimal notification, as follows:

- Alarm clock settings: Off.
- Backlight: Turn off backlight if device not used for one minute. Turn on backlight when a button is pressed or the screen is tapped.
- Competing passwords: Do not implement locking passwords other than the Welch Allyn WACS user account password.

  This ensures unlocking during a patient alarm.
- Device ID: Enter the hospital-assigned ID.
- External power: Active on for External 5 volts power. (Power to serial port only when used by application.)
- Power settings: Deselect the menu item to turn off the device when it is not used for a certain amount of time.
- Priorities of competing software programs: AcuityLink Clinician Notifier wireless link, audio and vibratory notification, barcoding and popup windows must take first priority.

WARNING Non-Clinician Notifier audio or vibratory notification, barcoding, passwords or popup windows can interfere with effective Clinician Notifier program performance, including alarm notification.

- Program buttons: Re-program default buttons settings to <none>.

  This prevents users from accidentally tapping these buttons and causing undesirable interference with the Clinician Notifier program.
- Screen alignment: Align
- Screen orientation: Portrait mode
- Sound, volume and vibration in relation to patient alarm notification: Enable sound.
- Standard decode beep volume: Medium or high
- Time zone: Local time

  When a user logs in to the Clinician Notifier program, the mobile device time synchronizes to within two seconds of the WACS server and Acuity System time.

  However, if the mobile device time zone is set to a different zone from the WACS zone, the mobile device shows the time zone to which it is set.
- Wakeups: Enable all wakeups (especially WLAN) for power off and auto off.
- Wireless network connection: Enable

WARNING Connecting mobile devices to the internet, or running too many programs in the foreground or background while the Clinician Notifier program is running, can greatly reduce the battery life and memory of the devices, thereby compromising alarm delivery.

5 Initialize the Clinician Notifier program on the mobile device

You will perform the following tasks in this chapter:

- Establish the server IP address and connect to the web service.
- Download and install the Clinician Notifier program.
- Start the Clinician Notifier program.

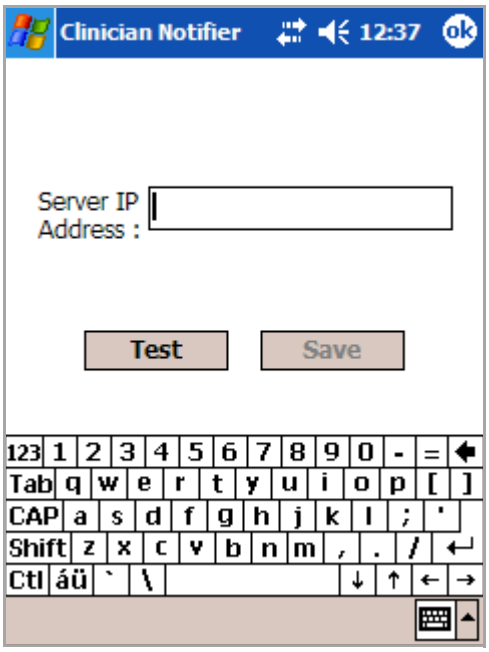
Note To avoid download retry attempts by the WACS server, do not download Clinician Notifier software on more than five mobile devices at one time.

Establish the server IP address and connect to the web service

To establish the server IP address

1. In the upper left corner of the mobile device, tap .
2. Tap **Clinician Notifier**.

   The AcuityLink Clinician Notifier Server IP address page appears.


Clinician Notifier
12:37
ok
Server IP Address :
Test
Save
123 1 2 3 4 5 6 7 8 9 0 - = ←
Tab q w e r t y u i o p [ ]
CAP a s d f g h j k l ; '
Shift z x c v b n m , . / ↵
Ctl áü ` \ ↓ ↑ ← →

3. Tap in your facility's IP address for the hospital-side of the WACS server.

To connect to the web service

1. In the Server IP Address page, tap **Test**.

   The Connected to the Web Service popup window appears.

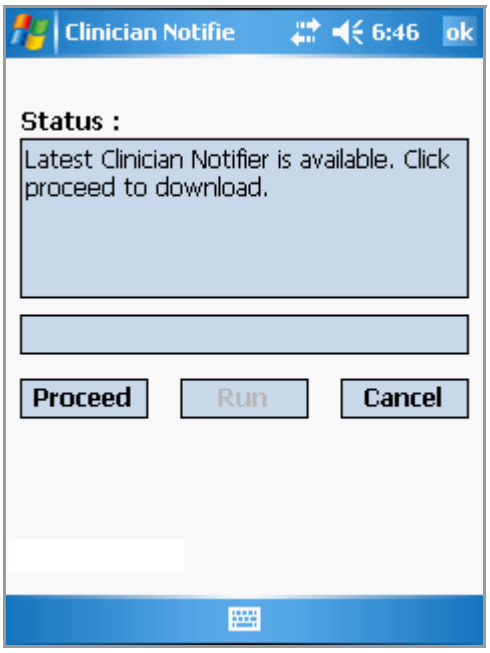
Note If a Notify Biomedical Engineering message appears, tap **OK** and **Save**, and then consult with your facility's IT department to ensure that the mobile device association and connection settings are correct.

These settings are indicated in "Associate the mobile device with the WLAN, and configure the device" on page 9.

2. Tap

.
3. Tap **Save**.

   The Proceed Status page appears.

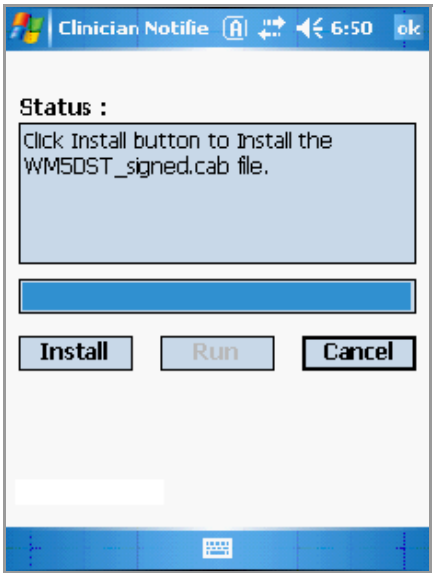


Download and install the Clinician Notifier program

To download the Clinician Notifier program

1. In the Proceed Status page, tap **Proceed**.

   All necessary files download, and then the Install Status page appears.



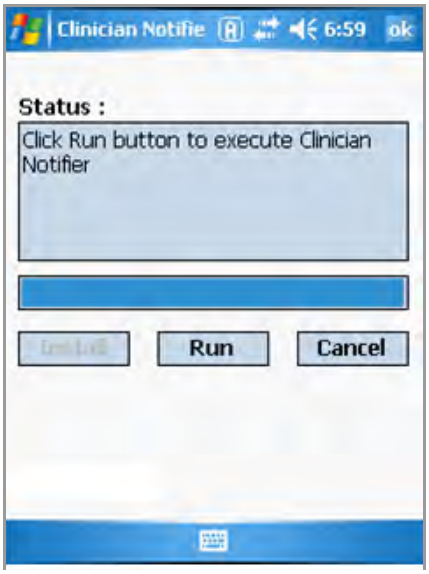
To install the Clinician Notifier program

1. In the Install Status page, tap **Install.**

   If the device resets, begin again at Step 1 on page 11.

2. Repeat Step 1 on this page until all files are installed.

   A Run Status page appears.



Start the Clinician Notifier program

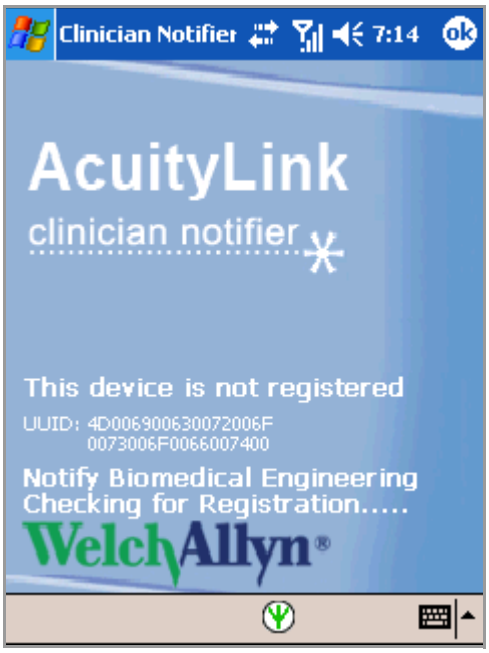
To start the Clinician Notifier program

1. In the Run Status page, tap **Run**.

   If the Clinician Notifier program does not start, tap , and then tap **Clinician Notifier.**

   Various screens come and go, including a Checking for Updates page.

   Eventually, the following AcuityLink Clinician Notifier page appears.



2. Refer a clinical or hospital administrator to the *Welch Allyn Connectivity Server Directions for Use* to register the device.